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DEPARTMENT OF AUDITOR-CONTROLLER**

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February 9, 2007

TO: Supervisor Zev Yaroslavsky, Chairman
Supervisor Gloria Molina
Supervisor Yvonne B. Burke
Supervisor Don Knabe
Supervisor Michael D. Antonovich

FROM: J. Tyler McCauley *tm*
Auditor-Controller

SUBJECT: **GROUP HOME PROGRAM MONITORING REPORT – HUMAN
SERVICES NETWORK, SHADOW HILLS GROUP HOME, GRANADA
HILLS GROUP HOME, PARTHENIA GROUP HOME**

We have completed a review of Shadow Hills, Granada Hills and Parthenia Group Homes (Group Home or Agency) operated by Human Services Network, Incorporated. The Group Home contracts with the Department of Children and Family Services (DCFS) and the Probation Department (Probation).

Human Services Network Group Homes are each six-bed facilities, which provide care for children ages 12-15 years who exhibit behavioral, social, and emotional difficulties. At the time of the monitoring visit, Shadow Hills and Granada Hills Group Homes were each providing services for six DCFS children. Parthenia Group Home was providing services for three DCFS children, and two Probation children.

Human Services Network Group Homes are located in the Fifth District.

Scope of Review

The purpose of the review is to determine whether the Agency is providing the services as outlined in their Program Statement. Additionally, the review covers basic child safety and licensing issues and includes an evaluation of the Agency's Program Statement, internal policies and procedures, child case records, a facility inspection, and interviews with children placed in the Group Home at the time of the review.

"To Enrich Lives Through Effective and Caring Service"

Interviews with children are designed to obtain their perspectives on the program services provided by the Agency and to ensure adherence to the Foster Youth Bill of Rights.

Summary of Findings

Generally, the Agency is providing the services as outlined in their Program Statement. The Agency needs to address a few deficient areas.

All three Group Homes need to encourage and assist children in creating and maintaining photo albums/life books.

Shadow Hills Group Home needs to clean the bathroom and the mildew from the bathtub and replace the worn mattress in bedroom one.

Granada Hills Group Home needs to repair the backyard fence and repair or replace the carpet in bedroom one.

Parthenia Group Home needs to clean the mildew from the bathtub.

Attached is a detailed report of the review.

Review of Report

We discussed our report with the Agency's management. In response to the recommendations made in the report, the Agency's management completed a corrective action plan (attached) which we approved. We thank the management and staff for their cooperation during our review.

If you have any questions, please contact me or have your staff contact Mike Pirolo at (626) 293-1110.

JTM:MP:CC:asl
http://auditor.co.la.ca.us/group_home.asp

Attachments

c: David E. Janssen, Chief Administrative Officer
Patricia S. Ploehn, Director, DCFS
Robert B. Taylor, Chief Probation Officer
Joaquin Shelton, Executive Director, Human Services Network Group Home
Public Information Office
Audit Committee

Human Services Network
Shadow Hills Group Home
10222 Kalua Drive
Sunland, California 91040
Phone: (818) 352-2400
License Number: 191290884
Rate Classification Level: 12

I. Facility and Environment

Method of assessment – Observation

Comments:

Shadow Hills Group Home is located in a residential community. The exterior of the Group Home is well maintained. The front and back yards are clean and adequately landscaped.

Overall, the interior of the Group Home is well maintained. The common quarters are neat. There is adequate furniture and lighting in the Group Home. The Group Home provides a home-like environment. However, the bathroom has a strong urine odor, and there is mildew around the bathtub.

Children's bedrooms are well maintained. The rooms are clean and orderly and have age-appropriate personalized decorations. There is adequate furniture, lighting, and storage space. Window coverings and window screens are in good repair. The beds all have a full complement of linens. However, one mattress in bedroom one is worn. Children's sleeping arrangements are appropriate.

The Group Home maintains age appropriate and accessible recreational equipment. There are also board games, a TV, and a DVD player. Books and resource materials, including a computer with a variety of programs, are also available.

The Group Home maintains a sufficient supply of perishable and non perishable foods.

Recommendations

1. Human Services Network management:

- a. Clean the bathroom and the mildew from the bathtub.**
- b. Replace the worn mattress in bedroom one.**

II. Program Services

Method of assessment – Review of relevant documents and interviews

Sample size: Two

Comments:

Children meet the Group Home's population criteria as outlined in their Program Statement. Children are assessed for needed services within thirty days of placement.

The treatment team develops and implements the Needs and Services Plans (NSPs) with input from the child. The NSPs are current, comprehensive, and include short and long term goals.

Case files reflect adequate documentation to show that children are receiving treatment services.

Recommendations

There are no recommendations for this section.

III. Educational and Emancipation Services

Method of assessment – Review of relevant documents and interviews

Sample size: Two

Comments:

Children are attending school. Children are provided with educational support and resources to meet their educational needs and are progressing satisfactorily in school. The Group Home's program includes the development of children's daily living, self-help, and survival skills.

Children are provided with opportunities to participate in emancipation and vocational programs as appropriate.

Recommendations

There are no recommendations for this section.

IV. Recreation and Activities

Method of assessment – Review of relevant documents and interviews

Sample size: Two

Comments:

The Group Home provides children with sufficient recreational activities and leisure time. Children are provided with opportunities to participate in planning activities.

Children participate in extra-curricular, enrichment, and social activities in which they have an interest.

The Group Home provides transportation to and from the activities.

Recommendations

There are no recommendations for this section.

V. Psychotropic Medication

Method of assessment – Review of relevant documents

Comments:

Children have current court authorizations for psychotropic medication. Documentation confirms that children are routinely seen by the prescribing psychiatrist.

Children are informed about their psychotropic medication and are aware of their right to refuse medication.

Medication distribution logs are properly maintained.

Recommendations

There are no recommendations for this section.

VI. Personal Rights

Method of assessment – Interviews with children

Sample size: Two

Comments:

Children are informed about the Group Home's policies and procedures. Children report that they feel safe in the Group Home and are provided with appropriate staff supervision. Children express satisfaction with the quality of their interactions with staff and report that staff treats them with respect and dignity.

Children report that they are assigned chores that are reasonable and not too demanding. Children are able to make and receive personal telephone calls, send and receive unopened mail, and have private visitors. Children are able to attend religious services of their choice.

Children report that the discipline policies are consistently enforced and that there are fair and appropriate consequences for inappropriate behavior.

Children report satisfaction with meals and snacks.

Children receive voluntary medical, dental, and psychiatric care.

Recommendations

There are no recommendations for this section.

VII. Clothing and Allowance

Method of assessment – Review of relevant documents and interviews

Sample size: Two

Comments:

The Group Home provides appropriate clothing, items of necessity, and the required \$50 monthly clothing allowance to children. Children are provided with opportunities to select their own clothes. Clothing provided to children is of good quality and of sufficient quantity.

The Group Home provides children with the required minimum weekly allowance. Children spend their allowances as they choose.

The Group Home provides children with adequate personal care items.

Children are not encouraged or assisted in creating and maintaining photo albums/life books.

Recommendation

2. Human Services Network management encourage and assist children in creating and maintaining photo albums/life books.

**Human Services Network
Granada Hills Group Home
17929 Index Street
Granada Hills, California 91344
Phone: (818) 832-9424
License Number: 191220401
Rate Classification Level: 12**

I. Facility and Environment

Method of assessment – Observation

Comments:

Granada Hills Group Home is located in a residential community. The exterior of the Group Home is well maintained. Overall, the front and back yards are clean and adequately landscaped. However, the backyard fence is broken.

The interior of the Group Home is well maintained. The common quarters are neat and clean. There is adequate furniture and lighting in the Group Home. The Group Home provides a home-like environment.

Overall, children's bedrooms are well maintained. The rooms are clean and orderly and have age-appropriate personalized decorations. There is adequate furniture, lighting, and storage space. Window coverings and window screens are in good repair. The mattresses are comfortable and the beds all have a full complement of linens. Children's sleeping arrangements are appropriate. However, there are burn marks on the carpet in bedroom one.

The Group Home maintains age appropriate and accessible recreational equipment. There are also board games, a TV, and a DVD player. Books and resource materials, including a computer with a variety of programs, are also available.

The Group Home maintains a sufficient supply of perishable and non perishable foods.

Recommendations

1. Human Services Network management:

- a. Repair the backyard fence.**
- b. Repair or replace the carpet in bedroom one.**

II. Program Services

Method of assessment – Review of relevant documents and interviews

Sample size: Two

Comments:

Children meet the Group Home's population criteria as outlined in their Program Statement. Children are assessed for needed services within thirty days of placement.

The treatment team develops and implements the Needs and Services Plans (NSPs) with input from the child. The NSPs are current, comprehensive, and include short and long term goals.

Case files reflect adequate documentation to show that children are receiving treatment services.

Recommendations

There are no recommendations for this section.

III. Educational and Emancipation Services

Method of assessment – Review of relevant documents and interviews

Sample size: Two

Comments:

Children are attending school. Children are provided with educational support and resources to meet their educational needs and are progressing satisfactorily in school. The Group Home's program includes the development of children's daily living, self-help, and survival skills.

Children are provided with opportunities to participate in emancipation and vocational programs as appropriate.

Recommendations

There are no recommendations for this section.

IV. Recreation and Activities

Method of assessment – Review of relevant documents and interviews

Sample size: Two

Comments:

The Group Home provides children with sufficient recreational activities and leisure time. Children are provided with opportunities to participate in planning activities.

Children participate in extra-curricular, enrichment, and social activities in which they have an interest.

The Group Home provides transportation to and from the activities.

Recommendations

There are no recommendations for this section.

V. Psychotropic Medication

Method of assessment – Review of relevant documents

Comments:

Children have current court authorizations for psychotropic medication. Documentation confirms that children are routinely seen by the prescribing psychiatrist.

Children are informed about their psychotropic medication and are aware of their right to refuse medication.

Medication distribution logs are properly maintained.

Recommendations

There are no recommendations for this section.

VI. Personal Rights

Method of assessment –Interviews with children

Sample size: Two

Comments:

Children are informed about the Group Home's policies and procedures. Children report that they feel safe in the Group Home and are provided with appropriate staff supervision. Children expressed satisfaction with the quality of their interactions with staff and report that staff treats them with respect and dignity.

Children report that they are assigned chores that are reasonable and not too demanding. Children are able to make and receive personal telephone calls, send and receive unopened mail, and have private visitors. Children are able to attend religious services of their choice.

Children report that the discipline policies are consistently enforced and that there are fair and appropriate consequences for inappropriate behavior.

Children report satisfaction with meals and snacks.

Children receive voluntary medical, dental, and psychiatric care.

Recommendations

There are no recommendations for this section.

VII. Clothing and Allowance

Method of assessment – Review of relevant documents and interviews

Sample size: Two

Comments:

The Group Home provides appropriate clothing, items of necessity, and the required \$50 monthly clothing allowance to children. Children are provided with opportunities to select their own clothes. Clothing provided to children is of good quality and of sufficient quantity.

The Group Home provides children with the required minimum weekly allowance. Children spend their allowances as they choose.

The Group Home provides children with adequate personal care items.

Children are not encouraged or assisted in creating and maintaining photo albums/life books.

Recommendation

- 2. Human Services Network management encourage and assist children in creating and maintaining photo albums/life books.**

**Human Services Network
Parthenia Group Home
16010 Parthenia Street
North Hills, California 91343
Phone: (818) 894-8473
License Number: 191220817
Rate Classification Level: 12**

I. Facility and Environment

Method of assessment – Observation

Comments:

Parthenia Group Home is located in a residential community. The exterior of the Group Home is well maintained. The front and back yards are clean and adequately landscaped.

Overall, the interior of the Group Home is well maintained. The common quarters are neat. However, there is mildew around the bathtub. There is adequate furniture and lighting in the Group Home. The Group Home provides a home-like environment.

Children's bedrooms are well maintained. The rooms are clean and orderly and have age-appropriate personalized decorations. There is adequate furniture, lighting, and storage space. Window coverings and window screens are in good repair. The mattresses are comfortable and the beds all have a full complement of linens. Children's sleeping arrangements are appropriate.

The Group Home maintains age appropriate and accessible recreational equipment. There are also board games, a TV, and a DVD player. Books and resource materials, including a computer with a variety of programs, are also available.

The Group Home maintains a sufficient supply of perishable and non perishable foods.

Recommendation

- 1. Human Services Network management clean the mildew from the bathtub.**

II. Program Services

Method of assessment – Review of relevant documents and interviews

Sample size: Two

Comments:

Children meet the Group Home's population criteria as outlined in their Program Statement. Children are assessed for needed services within thirty days of placement.

The treatment team develops and implements the Needs and Services Plans (NSPs) with input from the child. The NSPs are current, comprehensive, and include short and long term goals.

Case files reflect adequate documentation to show that children are receiving treatment services.

Recommendations

There are no recommendations for this section.

III. Educational and Emancipation Services

Method of assessment – Review of relevant documents and interviews

Sample size: Two

Comments:

Children are attending school. Children are provided with educational support and resources to meet their educational needs and are progressing satisfactorily in school. The Group Home's program includes the development of children's daily living, self-help, and survival skills.

Children are provided with opportunities to participate in emancipation and vocational programs as appropriate.

Recommendations

There are no recommendations for this section.

IV. Recreation and Activities

Method of assessment – Review of relevant documents and interviews

Sample size: Two

Comments:

The Group Home provides children with sufficient recreational activities and leisure time. Children are provided with opportunities to participate in planning activities.

Children participate in extra-curricular, enrichment, and social activities in which they have an interest.

The Group Home provides transportation to and from the activities.

Recommendations

There are no recommendations for this section.

V. Psychotropic Medication

Method of assessment – Review of relevant documents

Comments:

Children have current court authorizations for psychotropic medication. Documentation confirms that children are routinely seen by the prescribing psychiatrist.

Children are informed about their psychotropic medication and are aware of their right to refuse medication.

Medication distribution logs are properly maintained.

Recommendations

There are no recommendations for this section.

VI. Personal Rights

Method of assessment – Interviews with children

Sample size: Two

Comments:

Children are informed about the Group Home's policies and procedures. Children report that they feel safe in the Group Home and are provided with appropriate staff supervision. Children expressed satisfaction with the quality of their interactions with staff and report that staff treats them with respect and dignity.

Children report that they are assigned chores that are reasonable and not too demanding. Children are able to make and receive personal telephone calls, send and receive unopened mail, and have private visitors. Children are able to attend religious services of their choice.

Children report that the discipline policies are consistently enforced and that there are fair and appropriate consequences for inappropriate behavior.

Children report satisfaction with meals and snacks.

Children receive voluntary medical, dental, and psychiatric care.

Recommendations

There are no recommendations for this section.

VII. Clothing and Allowance

Method of assessment – Review of relevant documents and interviews

Sample size: Two

Comments:

The Group Home provides appropriate clothing, items of necessity, and the required \$50 monthly clothing allowance to children. Children are provided with opportunities to select their own clothes. Clothing provided to children is of good quality and of sufficient quantity.

The Group Home provides children with the required minimum weekly allowance. Children spend their allowances as they choose.

The Group Home provides children with adequate personal care items.

Children are not encouraged or assisted in creating and maintaining photo albums/life books.

Recommendation

- 2. Human Services Network management encourage and assist children in creating and maintaining photo albums/life books.**

23 April 2006

TO: Candace Rhue, Group Home Audit Supervisor
Department of Auditor-Controller

FROM: Human Services Network

RE: Corrective Action Plan 4/28/06

The correction action plan has been implemented as follows for the Shadow Hills Group Home located at 10222 Kalua Drive, Sunland, Ca 91040 (License # 191290884):

1a. Recommendation

Ensure the bathroom is clean and free of undesirable odors.

Corrective Action Plan

Staff have been instructed to clean the bathroom with appropriate cleaning solutions 2x per day, once during day shift and once during overnight shift. House Supervisor will check that this is done on a daily basis. Program Director will check on a minimum of once a week basis to ensure that house cleanliness standards are maintained.

1b. Recommendation

Remove mildew around the bathtub.

Corrective Action Plan

Staff will spray bathtub with appropriate cleaning solution on a daily basis. House Supervisor will check to ensure this is done daily. Program Director will check weekly that the standards of cleanliness are maintained.

1c Recommendation

Replace the worn-out mattress in bedroom one.

Corrective Action Plan

Mattress has been replaced with a new one. Program Director will ensure the mattress are replaced when they become worn.

2. Recommendation

Human Services Network management encourage and assist children in creating and maintaining photo albums/lifebooks.

Corrective Action Plan

Photo albums/lifebooks have been purchased for each child at the home. A camera is available at each home and staff have been directed to take photos of the boys and to encourage the boys take photos during special occasions and outings. Boys will be given photos to keep in their albums. The House Supervisor and Program Director will ensure this is done on an ongoing basis.

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The correction plan has been implemented as follows at the Granada Hills group home, located at 17929 Index Street, Granada Hills, CA 91344 (License # 191220401):

1a. Recommendations

Repair the backyard fence.

Corrective Action Plan

The owner of the property is responsible to repair the fence, and he has agreed to do this. He is in the process of obtaining bids for the work. The Executive Director is responsible to ensure this will be done in a timely manner.

2b. Recommendations

Repair/replace the carpet in bedroom one.

Corrective Action Plan

This area has been covered with a non-skid rug so that no torn areas are visible.

2. Recommendations

Human Services Network management encourage and assist children in creating and maintaining photo albums/lifebooks.

Corrective Action Plan

Photo albums/lifebooks have been purchased for each child at the home. A camera is available at each home and staff have been directed to take photos of the boys and to encourage the boys take photos during special occasions and outings. Boys will be given photos to keep in their albums. The House Supervisor and Program Director will ensure this is done on an ongoing basis.

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The corrective action plan has been implemented as follows for the Parthenia Group Home located at 106010 Parthenia St., North Hills, CA, 91343 (License #191220817):

1a. Recommendation

Remove mildew around bathtub.

Corrective Action Plan

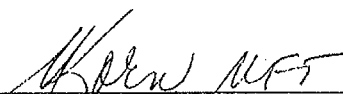
Staff will spray bathtub with appropriate cleaning solution on a daily basis. House Supervisor will check to ensure this is done daily. Program Director will check weekly that the standards of cleanliness are maintained.

2. Recommendations

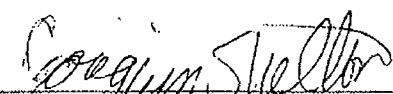
Human Services Network management encourage and assist children in creating and maintaining photo albums/lifebooks.

Corrective Action Plan

Photo albums/lifebooks have been purchased for each child at the home. A camera is available at each home and staff have been directed to take photos of the boys and to encourage the boys take photos during special occasions and outings. Boys will be given photos to keep in their albums. The House Supervisor and Program Director will ensure this is done on an ongoing basis.



Miriam Korn, Treatment Director



Joaquin Shelton, Executive Director